ABBREVIATIONS

1.	**Q:** What does the abbreviations SPMP stand for? **A:** Skilled Professional Medical Personnel. This term is only applicable to the Public Health target population relative to the case manager qualifications. See the TCM Provider Manual, Section 2.

AVERAGING

2.	**Q:** My cost report doesn't contain any staff that must be "Averaged". For some reason, my cost report won't generate an encounter rate. How do I fix this problem? **A:** The problem lies in how the formulas run through the cost report template. You can solve this problem in the "Survey Averaging" worksheet by entering a "1" in any one of the blue cells (TCM, Other, Gen Admin, or PTO). By entering a "1" in one of these cells, the cost report formulas will be triggered and will allow your data to properly flow through your cost report.

COMBINING MULTIPLE COST REPORTS

3.	**Q:** The LGA uses a combined cost report for its "Community" programs. Each community provider prepares a cost report. Do all the time surveys of each provider need to be entered on the combined cost report? **A:** No. The individual contractors will enter their respective time surveys into their own cost reports. The individual cost reports are then combined into one cost report by the LGA. Each of those individual cost reports and respective time surveys must be submitted to DHS in order to validate the figures entered into the combined LGA cost report. For specific instructions, see pages 47-48 in the TCM Cost Report Instructions for 2003.
4.	**Q:** If my LGA has only two Contractors comprising the "Community" cost report and no LGA costs, why won't my cost report generate an encounter rate? **A:** The problem lies in how the formulas run through the cost report template. You can solve this problem in the "Survey Averaging" worksheet by entering a "1" in any one of the blue cells (TCM, Other, Gen Admin, or PTO). By entering a "1" in one of these cells, the cost report formulas will be triggered and will allow your data to properly flow through your cost report.

CONTRACTOR(S)

5.	**Q:** For the Community SPA, under contractor non-specific, are we required to attach the CBO's individual cost report as back-up? **A:** Yes, with all supporting documentation.
6.	**Q:** A CBO participating in the Community SPA has a set amount of Certified Public Expenditure as match. How does that affect calculating the TCM cap? Or does LGA trust CBO's word they have match? What happens if CBO exceeds CPE match? **A:** The CBO can only claim the number of encounters for which they have Certified Public Expenditure (CPE) match. It is the LGAs responsibility to make sure that the CBO does not claim more encounters than the available amount of CPE. Please ensure you follow the rules for a CPE.

CONTRACTOR(S) Cont…

7.	**Q:** What is a contractor? Is it someone you pay to do case management? **A:** This depends. It can be a contractor performing Targeted Case Management services or it can be a contractor providing non-TCM services. If you need further clarification, contact Cathleen Gentry or your DHS analyst.
8.	**Q:** What happened to cause the "cease and desist" order regarding CBOs whose employees are non-governmental and whose match is not from local government? **A:** We understand that some LGAs were allowing CBOs to "match" the Federal reimbursement. The match must come from a certified public entity. A PPL will be forthcoming.

CONTRACTS

9.	**Q.** Does the State want the complete contract or partial pages? **A.** The complete contract between the LGA and TCM contractors is required to be submitted to DHS.

COST REPORT INSTRUCTIONS

10.	**Q:** On the flowchart on page 36 of the big handout, what does the top left box say? **A:** In the TCM Cost Report Instructions packet, on page 36, the top left box should read, "What is the official name of the funding". In addition, a box in the flow chart starting with "Do not" should say, "Do not offset funds in the TCM Cost Report." Please review the flowchart to determine "if" any part of your revenue needs to be offset.

COST REPORT TASKFORCE

11.	**Q:** Who is on the TCM Cost Report Taskforce that we can contact for assistance when preparing our cost report? **A:** Kitty Connor – (530) 841-4046 kconner@co.siskiyou.ca.us Cathleen Gentry – (650) 726-0398 cm.gentry@worldnet.att.net Donna Goins – (661) 868-0205 goinsd@co.kern.ca.us Janet Lotze – (530) 889-6792 jlotze@placer.ca.gov Elizabeth Lutzenberger (916) 552-9582 elutzenb@dhs.ca.gov Denise Mejico (714) 834-2003 dmejico@hca.co.orange.ca.us and Daniel Pratt (707) 565-7835 dpratt@sonoma-county.org .

COST REPORT TEMPLATE

12.	**Q:** Where and when do we get the cost report template? **A:** The Cost Report Template was e-mailed to all coordinators on September 24, 2003. Additionally, it is available on the TCM Website at: http://www.dhs.ca.gov/mcs/mcpd/MBB/ACSS/Cost%20Report%20Reference%20for%202003.htm
13.	**Q:** Who can be considered in the "averaged" classification? **A:** See PPL 03-008 on the TCM Website at www.dhs.ca.gov/tcm .

COST REPORT TEMPLATE Cont…

14.	**Q:** If a single employee performs both Admin-50% and NTCM-50%, how should this be entered? **A:** In Salaries, Schedule 1A the employee's name is listed twice in the "Admin & NTCM" section. 50% of their salaries and benefits are entered on each line. In Salaries, Schedule 2A, the Admin proportion would have 100% selected and the NTCM proportion would select 100%.
15.	**Q:** COLA's or cost of living allowances should they go to Worksheet D, Known Cost Increases? **A:** Known cost increases for the current year are not captured on the cost report, which is designed to capture last year's costs. Next year's cost report will capture this year's cost increases. There is no longer a section within the Cost Report for known cost increases.
16.	**Q:** Why do we have to attach a separate list of staff for NTCM aggregated costs? I can agree to Admin cost because their costs are allocated but NTCM are non-claimable. **A:** It is necessary to attach a list defining the staff contained in the NTCM aggregated costs in order for DHS to verify that the employees salaries and benefits listed equal the figures entered in the cost report. The bottom line must equal the budget documents submitted, which may include NTCM costs.
17.	**Q:** What do I do if my Worksheet A, Column 4, Row 7 does not equal zero? **A:** First, check to see if your time surveys have been entered correctly and all sum up to 100%. If this is not the problem, you might have a rounding error. If Worksheet A, Col. 4, Row 7 is over or under by up to $5.00, a rounding error correction must be made in the Salaries Worksheet, Schedule 2D. In the "Total Other/Direct/MAA Salary & PTO" Column (Column AJ), enter the smallest increment in the green cell directly above the total in the yellow cell which will eliminate the rounding error. See Table Next Page.

Schedule 2D

OPERATING EXPENSES ALLOCATION

Unit Multiplier	Total TCM Salary & PTO	Total Other/ Direct/ MAA Salary & PTO	Total Gen Admin Salary & PTO	Total Costs
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
0.000000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
0.000000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
0.000000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
0.000000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
0.000000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
0.000000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
0.000000	0	0	0	0
	#DIV/0!	**#DIV/0!**	**#DIV/0!**	#DIV/0!
	To Worksheet C1 Line 1 Col 1	To Worksheet C1 Line 5 Col 2	To Worksheet C1 Line 6 Col 1	

For instance, enter $0.75. If that works, enter $0.50 and see if that works, etc.

If Worksheet A, Col. 4, Row 7 is off by an amount larger than $5.00, a more serious error may be occurring. First, re-check all of your input information. If the error is not discovered, contact your DHS analyst or a member of the Cost Report Taskforce for assistance.

The cost report cannot be submitted without this cell equaling zero.

ENCOUNTERS

18.	**Q:** What are the advantages and disadvantages on projecting a number of encounters? **A:** If you underestimate, you will reach the “Cap” before the end of the year. If you overestimate, you must justify the number on the “Encounter” worksheet in the cost report template and may fall short on anticipated revenue.
19.	**Q:** In respect to Medi-Cal encounters, are you looking for invoiced, pending, etc all or just the paid? **A:** Acceptable encounter status’s to be grouped into the Medi-Cal encounters category are Claimable, Invoiced, and Paid. Some of the encounters for May (due by 11/30) and June (due by 12/30) may not have been invoiced or entered into the TCM System by the Cost Report deadline. In this case, the coordinator must estimate the total number of encounters based on past history and this must be noted in the cover letter. The Pending status is a gray area. It is left up to the discretion of the TCM Coordinator to decide if the documentation that is missing is minor (birth date) which will be soon be found, and thus be a billable encounter or major (Beneficiary Identification Card) and may not ever be claimable.
20.	**Q:** Is there a reasonableness test for Cap on encounters? **A:** Yes. The projected percentage change and the narrative explanation provided on the Encounter Worksheet must support the projection based on the number of staff and workload.
21.	**Q:** Our Public Guardian office has a rep payee program. At times we need to do case management, extensive problem solving, for these clients. Are these encounters countable as TCM? **A:** Yes, because rep payees are a part of the target group population. These clients must have a service plan on file and a case manager assigned. All TCM documentation required for conservatees is also required for rep payees. Keep in mind that Public Guardian case management activities do not include activities related to money management, property management or the legal requirements for annual renewal of conservatorship.
22.	**Q:** What documentation will we need for encounters, Line 14 on the Cost Report? **A:** None, but DHS will be doing spot checks to ensure the encounter number on the cost report is supported by encounter logs. In other words, your total encounters should match your total encounters from your encounter logs. You must provide a reasonable explanation as to how you arrive at your projected encounters.

ENCOUNTERS (Cont…)

23.	**Q:** If the case managers are doing quarterly home visits (encounters) and begin doing home visits every other month, will the program receive more money or is the encounter rate set to draw down all of the money that is matched? **A:** The program will have a lower encounter rate but will ultimately receive the same maximum amount. The encounter rate will be adjusted automatically to reflect the maximum TCM costs. The cost report covering the year that the actual encounters increased will reflect a lower encounter rate even though the maximum stays the same. If the reverse took place and home visits switched from every other month to quarterly, the encounter rate would increase though maximum stays the same. The program will want to make sure that they have projected their encounters to reflect this change, so that they can draw down 100% of the encounters they provide during the fiscal year. Generally, as the amount of encounters increase, the encounter rate decreases and vice versa. However, the total amount of TCM revenue may remain the same (10 encounters X $100 = $1,000 or 5 encounters X $200 = $1,000). Any changes in the projected frequency of encounters should be included in the "estimated" Medi-Cal encounters for next year so that the unit does not "cap out".
24.	**Q:** What is an eligible encounter? **A:** A claim for TCM is based on an encounter. Pursuant to Section 51185(a) of the CCR, an encounter for Public Health, Outpatient Clinics, Public Guardian/Conservator, Aging and Adult Services/Linkages, Probation, and Community Programs is defined as, "a face-to-face contact or a significant telephone contact in lieu of a face-to-face contact when environmental considerations preclude a face-to-face encounter, for the purpose of rendering one or more targeted case management service components by a case manager." An encounter for Public Guardian/Conservator Program, "may be with persons acting on behalf of the Medi-Cal beneficiary." See the TCM Provider Manual, Section 1.
25.	**Q:** What is a good example of a significant phone conversation? **A:** A flood wiped out the bridge to the client's home and the client needed the case management services regardless.
26.	**Q:** Is it allowed under "Community" to bill an encounter "on-behalf" of the client if the client is an infant? **A:** Not at this time. The infant client must be present at the encounter. A PPL is forthcoming.

ENTERING DATA IN COST REPORT TEMPLATE

27.	**Q:** When cell amounts are entered in another worksheet, is it done manually or is there a formula already in place? **A:** There is a formula already in place. Blue cells are where you enter data. Green cells are automatic formulas. Yellow cells are links either forward or backward between the worksheets in the workbook.

ENTERING DATA IN COST REPORT TEMPLATE (Cont…)

28.	**Q:** On the salary worksheet, if there are 120 time surveys, do we list each time survey on this one worksheet? **A:** Yes, carefully insert additional rows per Excel rules, see page 23 in the TCM Cost Report Instructions packet. If you need additional assistance, contact your TCM Coordinator. The TCM Coordinator can either contact their DHS analyst or a member of the TCM Cost Report Taskforce.
29.	**Q:** Are Green and Yellow cells protected? **A:** It depends on the sheet. Regardless, you are not allowed to alter the formulas.
30.	**Q.** Who do we contact when a cell does not properly calculate or when one cannot enter information from a drop-down box? **A.** Contact your TCM Coordinator first for assistance. If they are unable to assist, the TCM Coordinator can either contact their DHS analyst or one of the Cost Report Task Force members for assistance.

FISCAL

31.	**Q:** Are we simply waiting for the previous FY to close, due to our using the previous September's time surveys from here into the future? **A:** Yes, prior year's costs are to be used with prior year's time survey, unless an LGA must use current year's time survey as mentioned in PPL 03-008. Keep in mind that the TCM Cost Report cannot be completed until DHS has prepared the PPL with the instructions to use each year.
32.	**Q:** What method (basis) of accounting is required? **A:** The accrual basis. See the TCM Provider Manual, Section 4, Addendum to the TCM Cost Report Instructions, Question 3.
33.	**Q:** A TCM Case Manager works 8 hours per week in TCM and 20 hours/week in MSSP, another Medi-Cal waiver program. TCM and MSSP have separate budgets. Do we only use that Case Managers 8 hour salary on the cost report? **A:** The cost report should include both the MSSP and TCM budgets units. This would allow the time survey to accurately allocate the TCM costs. Keep in mind that the hours must match the budget document.
34.	**Q:** Do TCM revenues from prior time periods have to be offset? **A:** No, see "Note" on page 36 of the TCM Cost Report Instructions.
35.	**Q:** Salary and Benefits: What if a portion of a TCM person's salary is allocated outside the budget unit? As time surveys account for all time, but the General Ledger only shows a portion of the salaries, how do you prevent inaccurate distribution of salary expense? **A:** Contact Cathleen Gentry or DHS.

FISCAL Cont…

36.	**Q:** During the time survey month, if a TCM supervisor has a temporary assignment to cover a non-TCM program (24+ hours per week), but will not cover the non-TCM program on an on-going basis, is there a way to capture the true costs of the TCM program? **A:** Yes, the time survey will capture a snapshot of the "true costs" of the TCM program at a point in time. In this particular case, this TCM supervisor will be classified as NTCM because during the snapshot of the program, they did not perform TCM. Over the course of a year, there will be times when a supervisor works more or less time in a certain program.

OMB A-87

37.	**Q:** For direct cost to TCM like travel cost to cost report training, where does it go in the cost report? **A:** In general, travel expenses are usually included in the Distributed Expense column on the Salaries worksheet and allocated to TCM, based on time surveys. In OMB Circular A-87, a section named: C. Basic Guidelines lists factors that affect the allowability of costs. Costs must meet a list of criteria which includes the following: "f. Be accorded consistent treatment. A cost may not be assigned to a Federal award as a direct cost if any other cost incurred for the same purpose in like circumstances has been allocated to the Federal award as an indirect cost." Thus, some travel costs cannot be included as an indirect cost and spread across the entire budget unit on the Salaries worksheet, while others are treated as 100% direct TCM costs on Worksheet D.
38.	**Q:** Define A-87? **A:** This Circular establishes principles and standards for determining costs for Federal awards carried out through grants, cost reimbursement contracts, and other agreements with State and local governments and federally-recognized Indian tribal governments (governmental units). See the TCM website where you will find a direct link to OMB A-87.
39.	**Q:** We have 8 divisions in our budget unit. Our A-87 ICRP and Admin costs are budgeted in the budget unit, not divisions. When defining a budget unit, is there a problem using the whole department budget versus just the division doing TCM? **A:** While it is possible to use the whole department's budget and identify all of the NTCM costs in the cost report, it would probably be easier to use the smallest cost pool that contains the TCM program. In respect to the Admin and OMB A-87 costs, your budget department should be able to provide you with how much of these costs should be attributed to the division performing TCM. If not, an explanation of the methodology used to attribute the appropriate proportion to the TCM Division must be submitted with the cost report.
40.	**Q:** Is "distributed other operating" the same as or similar to indirect costs as calculated in accordance with OMB A-87? **A:** "Distributed operating costs" on Salaries Worksheet, Schedule 1B include direct and indirect costs that must be in accord with OMB A-87. It is the responsibility of the LGA to determine if there are unallowable costs and if so, enter them in Worksheet D. Refer to the link to OMB A-87 on the TCM website.

OMB A-87 Cont…

41.	**Q:** If OMB A-87 costs have not been computed for a particular budget unit, should a separate cost allocation plan be developed? **A:** If you are referring to claiming for central service costs and wish to include them in the cost report, a cost allocation plan must be developed according to OMB A-87. It is the LGAs responsibility to determine if there are unallowable costs per OMB A-87 and if so, enter them in Worksheet D. Therefore, your budget/finance department will need to assist in making sure that the costs allocated to your TCM unit are allowable.
42.	**Q:** Isn't it a requirement of every LGA participating in a Federal/Medi-Cal program to supply/possess a breakdown of their OMB A-87 costs to ensure that they are only claiming in accordance with the Circular? **A:** Yes. Every LGA should have a breakdown of all their costs. If allocated costs are a part of the LGAs indirect costs, the cost allocation plan must be included in the cost report and should be in accord with OMB A-87.
43.	**Q.** In terms of the "Distributed Operating Costs" on the Salaries Worksheet, Schedule 1B, do they include allowable indirect and direct operating costs in accordance with OMB A-87? **A.** Yes. The circular specifically states that, "For costs charged indirectly or otherwise covered by the allocation plans described in Attachments C, D, and E, this revision shall be applied to cost allocation plans and indirect cost proposals…". Specifically see, Attachment A, Section D (Composition of Cost, Section E (Direct Costs), and Section F (Indirect Costs).

PPL(S)

44.	**Q:** How do we get PPL 98-023? **A:** PPL 98-023 is posted on the TCM website in the Cost Report section.

REIMBURSEABLE MAXIMUM

45.	**Q:** Explain why an LGA budget should be ½ of reimbursable maximum amount. **A:** The cost report generates the TCM maximum reimbursement limit (Cap). The Cap is then multiplied by the prevailing Federal Medi-Cal Assistance Percentage (FMAP), which results in the maximum the LGA will be reimbursed. The amount not covered by FMAP is considered the required match. See page 4 of the 2003 TCM Cost Report Instructions.

SIGNING AUTHORITY

46.	**Q:** Is it the TCM Coordinator the one who must submit the cost report to the State? **A:** Yes, the TCM Coordinator is the person recognized by the State as the official LGA representative.

SUBMITTAL

47.	**Q:** Can we e-mail the cost report on November 1 and send the hardcopy postmarked November 1? **A:** Yes, both are due on or before November 1, 2003.

SUBMITTAL Cont…

48.	**Q:** Can I send my cost report early? **A:** Yes.
49.	**Q:** Can we e-mail our draft cost report to the State to check for us since there are new changes in the template this year? And if so, how soon do we need to submit it if we need help checking? **A:** No. First, attempt to figure out the cost report with the resources provided, which are all available on the TCM website: TCM Instructions, PPL 03-010, Cost Report Checklist, Link to OMB A-87, etc. If you require additional assistance, contact your TCM coordinator. Finally, if your TCM coordinator is unable to assist you, your TCM coordinator can contact your DHS analyst, Cathleen Gentry, or a member of the Cost Report Taskforce for assistance.
50.	**Q:** Could the November 1, 2003 deadline be extended? **A:** In rare situations. The TCM coordinator must contact DHS well in advance of the November 1, 2003 deadline to request an extension by providing a compelling reason. If approved, DHS will e-mail the TCM coordinator an acceptance. A copy of the "DHS e-mail" granting an extension must be submitted in the cost report package and be noted in the cover letter.
51.	**Q:** If the naming convention in PPL 03-010 is followed, the Santa Clara or Santa Cruz soft copy cost reports will have the same name. How can we ensure the cost reports don't become confused? **A:** Follow the protocol described in PPL 03-010 and in the TCM Cost Report Checklist. DHS is aware that some files might be named identically but will be sorted out once received by the sender's e-mail address or by opening the file.
52.	**Q:** If we started TCM on July 1, 2003, do we have a cost report due on November 1, 2003? **A:** Yes, if you want to claim for TCM encounters for Fiscal Year 2003-2004. Refer to the pages 49-50 in the TCM Cost Report Instructions for 2003.

TIME SURVEY TEMPLATE (How to use the Excel Template)

53.	**Q:** If you have 25 time surveys, do you move the end worksheet behind the last actually used worksheet (e.g. #26)? **A:** Use the 30 or less staff time survey template. Do not worry if there are blank time surveys. Sheets within the workbooks should not be moved or copied.
54.	**Q:** Is the time survey template mandatory? **A:** No, not this year. The time survey templates were provided to assist LGAs in reducing summing errors. The LGA can chose to use their in-house spreadsheets, the time survey templates provided on the DHS website or none at all.

TIME SURVEY TEMPLATE (How to use the Excel Template) Cont…

55.	**Q:** Our case managers prepare TCM time surveys in our homemade TCM database. The database generates a report summarizing all time surveys. Does this mean we will be required to do "double work" i.e. re-entry of PTO time survey information in State provided Excel template? It would defeat the purpose of our automated system, which was developed in order to eliminate human errors. **A:** The LGA must still submit a copy of the signed State approved time survey for each staff who time surveyed. The Excel Time Survey Template does not take the place of the signed State approved time survey. The Excel template is only a tool to assist in reducing mathematical error. The LGA is not required to use the Excel Time Survey Template and may use an in-house database to calculate the time surveys. If feasible, please e-mail your in-house database results to DHS by November 1, 2003.
56.	**Q:** If we use Excel worksheets as our time survey, which will be printed and signed, can we cut and paste the data to the check/balance form? **A:** Yes, you can cut and paste the Excel worksheet to the numbered worksheets. Be aware that your time survey form must match the Time Survey Template, cell for cell, otherwise the formulas will not capture 100% of the data.
57.	**Q:** Can a saved e-mail time study be copied and posted into a time survey template for next year? **A:** Yes. You would copy and paste the information to the numbered worksheets.

TIME SURVEY (General)

58.	**Q:** Since the time survey worksheets are now included in the Cost Report, do you still need us to submit the time surveys, or can we just retain/keep in the audit file? **A:** You must submit a hardcopy "copy" of the signed time surveys. The electronic version does not take the place of the time surveys. There is no signature line provided on them. It is a calculating tool to be used to reduce mathematical errors. Additionally, the Cost Report template does not contain the Time Survey templates. The cost report and the time surveys are two separate files. See the Cost Report Checklist or PPL 03-010.
59.	**Q:** Are you limited to number of hours per day and are the hours limited to paid hours? **A:** No., you aren't limited to the number of hours per day. However, the employee can only time survey for the number of hours paid (Overtime and CTO (comp time off) included. Follow Time Survey Training instructions. You are reimbursed for a portion of your salaries. If the employee isn't paid, they cannot be reimbursed for paid time.
60.	**Q:** Should all time survey data be from current year or from previous year? **A:** Time survey data should be from the previous year for programs that time surveyed last year – see exception in PPL 03-008. For new programs, use the current year for the cost report due Nov. 1, 2003 and the cost report due Nov. 1, 2004.

TIME SURVEY (General) Cont…

61.	**Q:** If a supervisor is responsible for a non-TCM program too, is it better to include the supervisor's time as TCM Class or Admin? At what percent cutoff would you do TCM Class over Admin? **A:** Depends on how the budget unit is defined and whether the time survey appears to accurately reflect the proportional time spent.
62.	**Q:** For cost reports with multiple entities, do we still sort the time surveys in alpha order? **A:** Yes. Each entity/contractor, who submits a cost report, would alpha order their own time surveys.
63.	**Q:** With these new time survey worksheets, do we have to obtain employee and supervisor signatures? **A:** Yes. The time survey templates are a tool to assist the LGA with summing the results and do not take the place of "original" time surveys. The LGA will still submit signed "hardcopy" copies of original time surveys. The completed time survey templates will be e-mailed to DHS.
64.	**Q:** How do you classify Juvenile Probation staff that performs case management? **A:** This depends on whether the Juvenile Probation officer has case managerial clients who are 18 and over, and whether or not they time surveyed to TCM when they were providing services to case managerial clients who were 18 and over. If the case managerial client was younger than 18, then the officer would code the time to "Other" and be classified as NTCM.
65.	**Q:** Do you agree that if an LGA trained staff to put other (non-TCM) case management into Other Programs/Activities on the time survey form… • They do NOT offset the revenue that might have otherwise been required to be offset. • They do NOT count the encounters??? **A:** Yes
66.	**Q:** For time survey which used increments other than 15 minutes, should we round up/down when we post on the time survey template? If so, can we correct the time survey forms accordingly. **A:** If it is impossible to use 15 minute increments, it is allowable to use a different increment as long as the method used is consistent throughout the cost report and totals 100%.
67.	**Q:** Can a part-time MAA/TCM Coordinator who time surveys to MAA at 30% list 70% of their salary on the cost report under Admin and 30% under NTCM? **A:** This question must be addressed on a case-by-case basis. Please contact Cathleen Gentry or DHS.

TIME SURVEY (General) Cont…

68.	**Q:** We cannot earn Comp Time Off (CTO), it is "given" (i.e. Admission Day, Floating holiday, birthday). Overtime worked is paid, or posted as FLSA comp time, when FLSA is taken or worked, it is G.A. So, if earned (G.A.) in time survey, then 'TAKEN" and paid in survey, is that a double? **A:** During the time survey month, when an employee is working and they are earning CTO or OT, it is coded to GA. When it is taken, it is not recorded on the Time Survey.
69.	**Q:** We've been reporting averages for the surveyed employees in the past. Is this still okay this year? **A:** No, see PPL 03-008. If an employee was present and time surveyed, those time surveys must be entered individually into the cost report.
70.	**Q:** If a Case Manager did time survey but did not have encounters, should we drop her/his cost off in our TCM rate calculation? **A:** No, include the costs.
71.	**Q:** May we use this year's time survey for our cost report due November 1 rather than last year's? We'll be higher this year. **A:** No. See PPL 03-008.
72.	**Q:** If you are doing a combined cost report, can 1 group time survey in September and 1 group time survey in October? Are these months considered the same time period? **A:** No, all entities comprising a cost report must time survey during the same month, not any month in the same fiscal year for the time survey results to be statistically valid. (per Elizabeth Touhey)
73.	**Q.** Our time survey for September 2002 did not include some support staff. On the new cost report template that will be submitted by November 1, 2003 for the September 2002 survey time, can we average those support people? Or do we place them under Time Surveyed? If so, how because they did not time survey in September 2002. **A.** See PPL 03-008
74.	**Q**. Regarding case managers: In the last time survey in October 2002, we had several vacancies which are now filled. Several who time surveyed then are now gone, but positions are filled. How are these new employees handled? **A.** See PPL 03-008
75.	**Q.** We have a totally new Case Management staff. None were here in September 2002 when time studies were done but they worked between January and June 2003. The case management time is now 2.4 FTE and case year was 2.0 FTE. How doe we capture this? **A.** See PPL 03-008.

TCM SYSTEM

76.	**Q:** Will there be an enhancement in the future where the end user organization can view on line invoices issued and their status, and the details (where coordinator upload)? **A:** Not sure what is meant by “organization”. If referring to the LGA, the LGA Administrators already posses these abilities. If referring to the Contractor/CBO, this would be a request that would be reviewed by DHS and the TCM Enhancements Workgroup.

WORKSHEET B

77.	**Q:** Is the preliminary work that needs to be available for Worksheet B, is this submitted with the cost report or noted somewhere under source documents? **A:** Yes, to all of the above. DHS requires that the methodology used to assign revenues to TCM be submitted with the cost report. See the TCM Cost Report Checklist.

WORKSHEET D

78.	**Q:** Worksheet D, Adjustment to non-TCM services, does this include salary information on non-TCM activities? **A:** No. All salary and benefit costs are recorded on the Salaries Worksheet, not Worksheet D.
79.	**Q:** Worksheet D: Do you list all of the accounts so you can tie back to the financial statements, or only those that would be unallowable? **A:** Worksheet D is only for 100% TCM, 100% non-TCM, or Unallowable costs. If you are unsure as to where costs belong in your cost report, contact a member of the TCM Cost Report Taskforce for assistance because your cost report must tie back to your financial documents. See page 30 of the TCM Cost Report Instructions.
80.	**Q:** Is Worksheet D only for operating expenses or could salary and benefits for someone who reviews TCM notes, for audit purposes, be shown here? **A:** Salary and benefit costs must be entered on the Salaries worksheet.